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HILIGHT set on as ''
? b core,PAPERSMJ,PAPERSEU,570,635,8,7,14,94,6,34,434
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*File 15: Alert feature enhanced for multiple files, duplicate
removal, customized scheduling. See HELP ALERT.
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  File 810:Business Wire 1986-1999/Feb 28
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  File 275:Gale Group Computer DB(TM) 1983-2004/Nov 24
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  File 624:McGraw-Hill Publications 1985-2004/Nov 19
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*File 624: Homeland Security & Defense and 9 Platt energy journals added
Please see HELP NEWS624 for more
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*File 16: Alert feature enhanced for multiple files, duplicate
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  File 148:Gale Group Trade & Industry DB 1976-2004/Nov. 24
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        (c) 2004 ProQuest Info&Learning
  File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
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*File 583: This file is no longer updating as of 12-13-2002.
  File 65:Inside Conferences 1993-2004/Nov W3
        (c) 2004 BLDSC all rts. reserv.
  File   2:INSPEC 1969-2004/Nov W2
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*File   2: Alert feature enhanced for multiple files, duplicates
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  File 233:Internet & Personal Comp. Abs. 1981-2003/Sep
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*File 233: File 233 is closed (no longer updating).
   File 99:Wilson Appl. Sci & Tech Abs 1983-2004/Oct
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   File 473:FINANCIAL TIMES ABSTRACTS 1998-2001/APR 02
           (c) 2001 THE NEW YORK TIMES
*File 473: This file will not update after March 31, 2001.
It will remain on Dialog as a closed file.
   File 474:New York Times Abs 1969-2004/Nov 23
           (c) 2004 The New York Times
   File 475:Wall Street Journal Abs 1973-2004/Nov 23
           (c) 2004 The New York Times
   File 634:San Jose Mercury Jun 1985-2004/Nov 23
           (c) 2004 San Jose Mercury News
   File 256:TecInfoSource 82-2004/Nov
           (c) 2004 Info.Sources Inc
   File 348:EUROPEAN PATENTS 1978-2004/Nov W02
           (c) 2004 European Patent Office
   File 349:PCT FULLTEXT 1979-2002/UB=20041118,UT=20041111
           (c) 2004 WIPO/Univentio
   File 347:JAPIO Nov 1976-2004/Jul(Updated 041102)
           (c) 2004 JPO & JAPIO
*File 347: JAPIO data problems with year 2000 records are now fixed.
Alerts have been run.   See HELP NEWS 347 for details.
   File 387:The Denver Post 1994-2004/Nov 23
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   File 471:New York Times Fulltext 90-Day 2004/Nov 24
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   File 492:Arizona Repub/Phoenix Gaz 19862002/Jan 06
           (c) 2002 Phoenix Newspapers
*File 492: Not updating. See instead File 990 for current
articles from the Arizona Republic.
   File 494:St LouisPost-Dispatch 1988-2004/Nov 22
           (c) 2004 St Louis Post-Dispatch
   File 498:Detroit Free Press 1987-2004/Nov 19
           (c) 2004 Detroit Free Press Inc.
   File 631:Boston Globe 1980-2004/Nov 24
           (c) 2004 Boston Globe
   File 633:Phil.Inquirer 1983-2004/Nov 23
           (c) 2004 Philadelphia Newspapers Inc
   File 638:Newsday/New York Newsday 1987-2004/Nov 24
           (c) 2004 Newsday Inc.
   File 640:San Francisco Chronicle 1988-2004/Nov 24
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           (c) 2004 Scripps Howard News
   File 702:Miami Herald 1983-2004/Nov 23
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   File 703:USA Today 1989-2004/Nov 23
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   File 704:(Portland)The Oregonian 1989-2004/Nov 23
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   File 713:Atlanta J/Const. 1989-2004/Nov 21
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   File 714:(Baltimore) The Sun 1990-2004/Nov 24
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   File 715:Christian Sci.Mon. 1989-2004/Nov 24
           (c) 2004 Christian Science Monitor
   File 725:(Cleveland)Plain Dealer Aug 1991-2004/Nov 23
           (c) 2004 The Plain Dealer
   File 735:St. Petersburg Times 1989- 2004/Nov 22
           (c) 2004 St. Petersburg Times
   File 476:Financial Times Fulltext 1982-2004/Nov 24

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            (c) 2004 Financial Times Ltd
    File 477:Irish Times 1999-2004/Nov 10
            (c) 2004 Irish Times
    File 710:Times/Sun.Times(London) Jun 1988-2004/Nov 23
            (c) 2004 Times Newspapers          '
    File 711:Independent(London) Sep 1988-2004/Nov 19
            (c) 2004 Newspaper Publ. PLC
*File 711: Use File 757 for full current day's news of the Independent, as
as well as full coverage of many additional European news sources.
    File 756:Daily/Sunday Telegraph 2000-2004/Nov 22
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    File 757:Mirror Publications/Independent Newspapers 2000-2004/Nov 22
            (c) 2004
    File 570:Gale Group MARS(R) 1984-2004/Nov 24
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    File 635:Business Dateline(R) 1985-2004/Nov 24
            (c) 2004 ProQuest Info&Learning
    File    8:Ei Compendex(R) 1970-2004/Nov W2
            (c) 2004 Elsevier Eng.  Info. Inc.
    File    7:Social SciSearch(R) 1972-2004/Nov W3
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    File   94:JICST-EPlus 1985-2004/Oct W4
            (c)2004 Japan Science and Tech Corp(JST)
    File    6:NTIS 1964-2004/Nov W2
            (c) 2004 NTIS, Intl Cpyrght All Rights Res
    File   34:SciSearch(R) Cited Ref Sci 1990-2004/Nov W3
            (c) 2004 Inst for Sci Info
    File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec
            (c) 1998 Inst for Sci Info


        Set   Items   Description
        ---   -----   -----------
? s mcdonald??(10w)(jit or just(2w)time)
Processing
Processed  10 of  59 files ...
Processing
Processed  20 of  59 files ...
Processing
Processed  30 of  59 files ...
Processing
Processed  50 of  59 files ...
Completed processing all files
          558446  MCDONALD??
           31109  JIT
        18399853  JUST
        36010974  TIME
          315705  JUST(2W)TIME
      S1     117  MCDONALD??(10W)(JIT OR JUST(2W)TIME)
? s s1 and pd=<20000105
>>>File 15 processing for PD=  : PD=20000105
>>>     started at PD=710000 stopped at PD=930100
>>>File 9 processing for PD=  : PD=20000105
>>>     started at PD=100305 stopped at PD=980829
>>>File 810 processing for PD=  : PD=20000105
>>>     started at PD=850116 stopped at PD=911126
>>>File 275 processing for PD=  : PD=20000105
>>>     started at PD=140103 stopped at PD=881201
>>>File 624 processing for PD=  : PD=20000105
>>>     started at PD=104 stopped at PD=921125
>>>File 636 processing for PD=  : PD=20000105
>>>     started at PD=19880101 stopped at PD=19940318
>>>File 621 processing for PD=  : PD=20000105
```

```
>>>      started at PD=00000000 stopped at PD=19910208
>>>File 813 processing for PD=  : PD=20000105
>>>      started at PD=100000 stopped at PD=900919
>>>File 16 processing for PD=  : PD=20000105
>>>      started at PD=19900101 stopped at PD=19950623
Processing
Processed  10 of  59 files ...
>>>File 160 processing for PD=  : PD=20000105
>>>      started at PD=2103 stopped at PD=770314
>>>File 148 processing for PD=  : PD=20000105
>>>      started at PD=140105 stopped at PD=830723
Processing
>>>One or more prefixes are unsupported
>>>  or undefined in one or more files.
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>>>      started at PD=100001 stopped at PD=890215
>>>File 99 processing for PD=  : PD=20000105
>>>      started at PD=DEC.1200 stopped at PD=19910204
Processed  20 of  59 files ...
>>>File 474 processing for PD=  : PD=20000105
>>>      started at PD=101111 stopped at PD=740531
>>>File 475 processing for PD=  : PD=20000105
>>>      started at PD=191111 stopped at PD=810212
>>>File 634 processing for PD=  : PD=20000105
>>>      started at PD=850602 stopped at PD=901203
>>>File 348 processing for PD=  : PD=20000105
>>>      started at PD=78 stopped at PD=991202
Processing
>>>File 347 processing for PD=  : PD=20000105
>>>      started at PD=197610 stopped at PD=19830411
>>>File 387 processing for PD=  : PD=20000105
>>>      started at PD=931204 stopped at PD=990629
>>>File 492 processing for PD=  : PD=20000105
>>>      started at PD=11/10/99 stopped at PD=910917
Processed  30 of  59 files ...
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>>>      started at PD=2/7/2001 stopped at PD=930605
>>>File 498 processing for PD=  : PD=20000105
>>>      started at PD=12 stopped at PD=920613
>>>File 631 processing for PD=  : PD=20000105
>>>      started at PD=11/14/99 stopped at PD=850514
>>>File 633 processing for PD=  : PD=20000105
>>>      started at PD=830101 stopped at PD=880818
>>>File 638 processing for PD=  : PD=20000105
>>>      started at PD=25, stopped at PD=920626
>>>File 640 processing for PD=  : PD=20000105
>>>      started at PD=850209 stopped at PD=930616
>>>File 641 processing for PD=  : PD=20000105
>>>      started at PD=890523 stopped at PD=941104
Processing
>>>File 702 processing for PD=  : PD=20000105
>>>      started at PD=801018 stopped at PD=880529
>>>File 703 processing for PD=  : PD=20000105
>>>      started at PD=880531 stopped at PD=951130
>>>File 704 processing for PD=  : PD=20000105
>>>      started at PD=890101 stopped at PD=940619
>>>File 713 processing for PD=  : PD=20000105
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```

```
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Processed  40 of  59 files ...
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>>>File 570 processing for PD=  : PD=20000105
>>>    started at PD=19840102 stopped at PD=19910623
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Processing
Completed processing all files
           117  S1
      28897569  PD=<20000105
    S2       27  S1 AND PD=<20000105
? t s2/3,k/1
```

I Viewed all 27 3,1C

```
? s mcdonald$1(5n)(just(w)for(w)you)
                0    MCDONALD$1
         18399853    JUST
             5628    FOR
         17071145    YOU
       S3       0    MCDONALD$1(5N)(JUST(W)FOR(W)YOU)
? s mcdonald??(5n)(made(w)for(w)you)
           558446    MCDONALD??
         22928467    MADE'
             5628    FOR
         17071145    YOU
       S4       0    MCDONALD??(5N)(MADE(W)FOR(W)YOU)
? s mcdonald??(5n)(made(2w)you)
Processed  10 of  59 files ...
Processing
Processing
Processed  20 of  59 files ...
Processing
Processed  40 of  59 files ...
Completed processing all files
           558446    MCDONALD??
         22928467    MADE
         17071145    YOU
       S5     379    MCDONALD??(5N)(MADE(2W)YOU)
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>>>    started at PD=850116 stopped at PD=911126
>>>File 275 processing for PD=  : PD=20000105
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>>>    started at PD=104 stopped at PD=921125
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>>>    started at PD=19900101 stopped at PD=19950623
Processing
Processed  10 of  59 files ...
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>>>    started at PD=2103 stopped at PD=770314
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>>>    started at PD=140105 stopped at PD=830723
>>>One or more prefixes are unsupported
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>>>File 583 processing for PD=  : PD=20000105
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Processed  20 of  59 files ...
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>>>    started at PD=101111 stopped at PD=740531
Processing
>>>File 475 processing for PD=  : PD=20000105
>>>    started at PD=191111 stopped at PD=810212
>>>File 634 processing for PD=  : PD=20000105
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>>>      started at PD=850602 stopped at PD=901203
>>>File 348 processing for PD=  : PD=20000105
>>>      started at PD=78 stopped at PD=991202
>>>File 347 processing for PD=  : PD=20000105
>>>      started at PD=197610 stopped at PD=19830411
Processing
>>>File 387 processing for PD=  : PD=20000105
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Processed  30 of  59 files ...
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Processing
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Processed  40 of  59 files ...
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Completed processing all files
            379   S5
        28897569  PD<=20000105
      S6      35   S5 AND PD<=20000105
? s s6 and timer
             35   S6
         199836   TIMER
      S7       0   S6 AND TIMER
? s s6 and waste
             35   S6
        2369741   WASTE
```

S8   2 S6 AND WASTE   _Viewed 1,2 (all) 3,K_
? t s8/3,k/1

 8/3,K/1   (Item 1 from file: 9)
DIALOG(R)File   9:Business & Industry(R)
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ABSTRACT:
McDonald's Corp reports the prototype in Colorado Springs, CO, which opened
in 8/96, serves up food orders in an average of 2.1 minutes, 30% faster
than regular units. The prototype, now a destination for other McDonald's
franchisees, also almost eliminates waste. McDonald's is working to reverse
8 quarters of declining domestic sales and regain market share lost to
Wendy's International and Burger king Corp by turning to its franchisees
and suppliers for help. Domestic sales accounted for over 50%, or $16.37
bil, of McDonald's total sales of $31.81 bil in 1996, but 1996 US corporate
earnings fell 9.5% in 1996, to $1.14 bil.

TEXT:
High-tech test restaurant offers custom orders, more efficiency

By Jennifer Waters

The future of McDonald's Corp. may be in Colorado Springs, Colo., a lush
and hilly city of 350,000 that prospers in the shadow of Pike's Peak.

On the town's booming east side sits a high-tech McDonald's with five
drive-through windows. Employees use computer touchscreens to zap orders
to the kitchen. Beverage dispensers drop a cup, fill it with ice and soda,
and whisk the drink down a conveyor to a checkout counter. And the
custom-assembled food -- extra mayo, please, and hold the onions -- is
guaranteed to arrive within 3.5 minutes, or the meal is free.

The whole process typically takes 2.1 minutes -- at least 30% speedier than
the typical McDonald's, sources say -- and waste is almost eliminated.

TEST STARTED IN AUGUST

Franchisee Steve Bigari, who refuses to be interviewed, quietly opened the
test restaurant in August. It's now a franchisee destination, attracting
curious McDonald's owners from around the country.

Even McDonald's USA President-CEO Edward Rensi reportedly is impressed. On
his first visit, Mr. Rensi pitted the system against the dock by
special-ordering n hamburgers. The system won.

Good test results are embraced these days at McDonald's headquarters, where
the corporate catchphrase has become: Fix it fast.

Scrambling to reverse eight quarters of declining domestic sales and regain
lost market share from Burger King Corp. and Wendy's International,
McDonald's is pushing its most trusted franchisees and largest suppliers to
remake the burger, improve the service and cut the costs of labor,
ingredients and waste.

The stakes are high. Never before has the world's largest fast-food chain
been forced to rattle procedures and operations from top to bottom. The
price tag on revamping McDonald's 12,000 U.S. kitchens to work like Mr.
Bigari's alone would be a staggering $1.2 billion, estimated Dick Adams, a
former franchisee and executive director of a group of dissident McDonald's
owners.
But the long-term payoff could be just as weighty. Saving precious seconds
could be worth hundreds of millions of dollars annually in both sales and
bottom-line growth. And offering U.S. consumers fresher, tastier food
could finally give the chain an edge over competitors that many observers
believe sell a better product.

LOOKING FOR NEW CUSTOMERS

As McDonald's U.S. Chairman Jack Greenberg recently noted in a conference
call with analysts: If each day, one new customer comes in every other
hour, that's $15,000 in annual sales per restaurant -- or roughly $150
million in new domestic sales.

Now, Mr. Bigari and franchisees throughout the country are testing
technologies and management tools that could make the old McDonald's
fast-food factory more closely resemble rival Wendy's, where custom orders
are de rigueur. Only McDonald's wants to do it faster.

Among the technological innovations that could help the chain pull it off
are computer systems that alert kitchen staff to imminent peak periods and
robotic french-fry systems that fill fry baskets and even shake and dump
the cooked fries.
NEWEST TACTICS

The latest strategy from headquarters -- they change frequently, report
those close to the workings of McDonald's all for installing new equipment,
systems and procedures in the next 18 months at an undetermined number of
restaurants.

It's an ambitious necessity. The domestic division accounts for more than
50% of McDonald's total systemwide sales, which last year hit $31.81
billion, but corporate earnings from the U.S. division fell 9.5% to $1.14
billion on revenues of $16.37 billion.

So far this year, the company claims, sales numbers look promising.
Analysts, however, don't expect a huge recovery.

"They've got to do something major now to affect the speed and quality of
food," said Joseph Buckley, a Bear Stearns & Co. analyst.

Indeed, consumers rank McDonald's Last in taste preference, according to a
national survey recently conducted by market researcher Leo J. Shapiro &
Associates.
McDonald's appears to be listening. The company declines comment, but at a
manufacturers symposium in February, a dozen **McDonald**'s executives
outlined goals cf a program dubbed **JIT**, for "**just** in **time**
."

At McDonald's, that means made-to-order sandwiches and devising a process
that ultimately would get the goods to the diner in less than a minute.

MORE EFFICIENCY

The best way to achieve that, most suppliers and franchisees believe, is
through a combination of cranking up cooking temperatures, reworking how a

sandwich is "built" and installing new cooking and computer software.

McDonald's existing systems are hardly technological marvels. Restaurant managers predict the ebb and flow of customers and the volume-oriented procedures tend to shine only at peak periods.

Computerization is crucial to the new procedures. Upgraded soft ware transmits order information immediately and accurately. Plus, computers predict ebb and flow more precisely than people can.
Analysts applaud the moves, but are wary.

"It's certainly a step in the right direction," said Janice Meyer of Donaldson Lufkin & Jenrette Securities Corp. "Whether it can close the gap on quality remains to be seen."

Ms. Waters is an associate editor for Crain's Chicago Business. Darlene Bucher in Colorado Springs contributed to this story.

COMPANY NAMES: MCDONALD'S CORP
INDUSTRY NAMES: Fast foods
PRODUCT NAMES: Restaurants, fast-food and carry out (581229)
CONCEPT TERMS: All product and service information; Product development
GEOGRAPHIC NAMES: North America (NOAX); United States (USA)
?